

Job Description

1. Post Details

Job Title: Communications Assistant

Main Location: Oystermouth House, Llansamlet, Swansea

Reports to: The Head of Communications and Performance

2. Main purpose objective and context of the role (in summary)

- As a member of the Communications and Performance Team, you will be providing a wide range of administrative support for the whole organisation, to assist in delivering our day-to-day work and our project work, as outlined in our three-year work plan.
- You will support the team responsible for internal and external communications to tell others about the work we do on behalf of children and young people, including via newsletters.
- You will participate in a rota to manage the office's main telephone line, responding to initial telephone enquiries, taking messages and relaying messages throughout the day.
- You will participate in cross-functional project groups within the office working collaboratively to support the outcomes of the project.

3. Main duties and responsibilities

- Provide a wide range of administrative support for colleagues across the whole organisation on specific project work, including attending meetings, taking meeting notes, following up action points, data input, filing, and photocopying, shredding and setting agenda items.
- Research and draft content in English and Welsh for approval by relevant Officers for PowerPoint presentations, press releases, statements, briefing documents and other copy as appropriate for distribution to targeted media and other stakeholders.
- Assist in monitoring social media platforms and news feed to identify breaking stories that the Communications Officer could use to maximise coverage for the Commissioner.
- Maintain good connections with key partners, including our 600+ ambassador schools, through a variety of communications channels.
- Support the Communications Officer in maintaining our social media presence and our website content.
- Respond sensitively to telephone enquiries from children and young people, other organisations and the public, taking messages, relaying messages and regularly checking the answerphone for messages.
- Assist with the maintenance of the organisation's bank of images, to use in our reports and online.

- Assist with the production of the organisation's reports including the Annual Report, by liaising with external design and print agencies and proof reading in English and Welsh.
- Support work with children and young people as requested and at an appropriate level in line with the Children's Commissioner's values.
- Support the creation of an inclusive and supportive workplace culture by providing assistance and occasional cover for duties to colleagues across all functions as necessary.
- Uphold the values of the Commissioner's team and its commitment to championing the rights of children and to listening to and involving children in key aspects of the Commissioner's work.
- Undertake any other duties within the remit of the grade as deemed necessary by the Management Team or any of its members.

Person Specification Communications Assistant	
Qualifications/Attainments	
Essential <ul style="list-style-type: none"> ▪ Good standard of education including GCSE or equivalent passes in English, Welsh and Maths 	Desirable <ul style="list-style-type: none"> • Diploma level qualification in communications and/or media or another relevant subject area such as English or marketing.
Skills	
Essential <ul style="list-style-type: none"> • A high degree of organisational skills with the ability to demonstrate forward planning to meet deadlines. • Excellent communication skills both written and oral. • The ability to communicate with ease in Welsh with members of the public and external stakeholders, or the aptitude to improve existing near-fluent Welsh language skills quickly, with encouragement and support. • Highly competent ITC skills including Excel, PowerPoint, Word and WordPress. • Familiar with and comfortable in using social media platforms. • The ability to deliver tasks with a strong focus on customer care. • Ability to work with minimal supervision. • Ability to respond politely and calmly to complex calls and deal with callers sympathetically. 	Desirable <ul style="list-style-type: none"> • The ability to produce succinct, engaging and accurate content for different audiences. • Accurate proof reading and translation skills in Welsh and English.
Knowledge and Experience	
Essential <ul style="list-style-type: none"> • Experience of team working. • Experience of providing excellent customer service. 	Desirable <ul style="list-style-type: none"> • Experience of creating and publishing content online and/or offline through relevant study, voluntary work or paid work. • Experience of creating digital content, including short videos • Some understanding and knowledge of the UNCRC

	<ul style="list-style-type: none"> • Some knowledge of the media in Wales and the UK • Experience of software packages including photoshop, and other design packages.
Attributes	
Essential Evidence of: <ul style="list-style-type: none"> ▪ Having a self-motivated and pro-active mind-set ▪ Being committed to representing the views of children and young people in all that we do. ▪ Ability to build good working relationships at all levels, across and within groups or organisations. ▪ Ability to work on own initiative and as part of a team ▪ Ability to relate to people from a wide range of diverse backgrounds 	Desirable Evidence of: <ul style="list-style-type: none"> • A creative and innovative approach to writing copy and meeting the communication needs of a variety of audiences including children and young people. • Being committed to meeting the needs of children and young people.
Essential <ul style="list-style-type: none"> ▪ Willingness to travel occasionally across Wales 	Desirable